



**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century

# AT A GLANCE



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Louis Stokes played a pivotal role in the quest for civil rights, equality and social and economic justice throughout his tenure in the United States Congress.

Mr. Stokes was educated in the Cleveland Public Schools, graduating from Central High School. Following three years of service in the United States Army, he returned to Cleveland and attended Western Reserve University. He earned his Doctor of Laws Degree from Cleveland Marshall Law School in 1953.

On November 6, 1968, Mr. Stokes was elected to the United States Congress and became the first African American member of Congress from the State of Ohio. He served 15 consecutive terms in the U.S. House of Representatives, ranking 11th overall in House seniority.

During his tenure in Congress, Mr. Stokes chaired several important committees, including, most notably, the House Select Committee on Assassinations, the Ethics Committee, the House Intelligence Committee, and the Appropriations Subcommittee on Veterans Affairs, HUD and Independent Agencies. He was the dean of the Ohio Congressional Delegation, a founding member of the Congressional Black Caucus, and he served on the House Select Committee to Investigate Covert Arms Transactions with Iran. His work in the area of health led to his appointment as a member of the Pepper Commission on Comprehensive Health Care, and he was the founder and chairman of the Congressional Black Caucus Health Braintrust.

When Mr. Stokes retired, he became the first African American in the history of the U.S. Congress to retire having completed 30 years in office. Following his service in Congress,

he became senior counsel at Squire, Sanders & Dempsey L.L.P., a global law firm from which he retired in 2012, and Distinguished Visiting Professor at the Mandel

School of Applied Social Sciences, Case Western Reserve University. He has served as vice chairman of the PEW Environmental Health Commission at the Johns Hopkins School of Public Health and was appointed by former Health and Human Services Secretary Donna E. Shalala as chairman of the Advisory Committee on Minority Health. On occasions he serves as News Channel 5's on-air political commentator.

Through the years, Mr. Stokes has received numerous awards and honors that recognize his national leadership and strong commitment to public service. A number of landmarks

around the city of Cleveland now bear his name such as The Louis Stokes Cleveland Veterans Affairs Medical Center, The Louis Stokes Annex of the Cleveland Public Library and The Louis Stokes Health Sciences Center at Case Western Reserve University. Several National institutions, including Howard University in Washington, D.C., and the National Institutes of Health, have recognized Mr. Stokes by naming certain buildings on their campuses after him. He is the recipient of 26 honorary doctorate degrees from colleges and universities and on July 8, 2003 was honored by Congress with The Congressional Distinguished Service Award. He is the first African American ever given this honor.

Mr. Stokes and his wife Jay are the parents of Shelley, Angela, Louis and Lori, and grandparents to Brett, Eric and Grant Hammond; Kelley and Kimberly Stokes; and Alexandra and Nicolette Thompson.



## Welcome from the Director

It is my pleasure to welcome you to the Louis Stokes Cleveland Veterans Affairs Medical Center (Cleveland VAMC), where we are committed to providing and continually improving the health of Veterans. It is our goal to maintain a positive, caring, and helpful attitude toward all with whom we interact: patients, employees, and visitors. We place the highest value upon health, medical education and training and clinical research and constantly seek to expand our knowledge at all levels to ensure we provide evidence-based data driven patient centered team care.

The Cleveland VAMC prides itself on providing high quality health care, and with the extensive renovations of our facility and our thirteen multi-specialty outpatient clinics, we are able to not only meet the needs of our Veterans, but exceed their expectations in a state-of-the-art healing environment.

The strong support of our staff, United States Senators, United States Congressional Representatives, City Officials, Service Organizations and many partners has been unwavering this past year, as it has always been. It is because of all of you that we have one of the largest Veterans Health Administration hospitals in the country that provides care to more than 105,000 Veterans per year. We would not be here today without your perseverance, devotion and service.

Thank you for your tireless support as we look toward another exciting year and dedication to providing the very best care to our Nation's heroes. Welcome to Cleveland and thank you for visiting our medical center.

Respectfully,

A handwritten signature in black ink that reads "Susan M. Fuehrer". The script is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Susan M. Fuehrer  
Medical Center Director









### About the Cleveland VAMC

The Louis Stokes Cleveland VA Medical Center is one of five facilities constituting the VA Healthcare System of Ohio. A full range of primary, secondary and tertiary care services are offered at the Cleveland VA Medical Center to an eligible Veteran population covering 24 counties in Northeast Ohio. Care is provided to more than 105,000 Veterans each year through an inpatient tertiary care facility (Wade Park), 13 Multi-Specialty Clinics, Vet Centers and numerous community-based contract nursing homes.

The medical center actively supports affiliation agreements, intra-agency agreements, medical education and research, training programs and broad-based research initiatives. Patient care services provided by the Louis Stokes Cleveland VA Medical Center are based on our mission, vision and values and we are committed to delivering the highest quality and safest health care to our Nation's Veterans.

VA has adopted Core Values and Characteristics that apply universally across the Department. The five Core Values define "who we are," our culture and how we care for Veterans, their families and other beneficiaries. The Values are Integrity, Commitment, Advocacy, Respect and Excellence ("I CARE").

### Mission and Vision

The mission of Louis Stokes Cleveland VA Medical Center is to provide high quality, technologically current health care services in a compassionate, humanitarian and ethical manner within a multi-centered environment which promotes strong research and educational programs, in affiliation with Case Western Reserve University School of Medicine.

Our vision is that the Cleveland VA will be a Department of Veterans Affairs innovative leader in providing health care and other services to our Veteran patients and other constituents.



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[www.cleveland.va.gov](http://www.cleveland.va.gov)

## Susan M. Fuehrer, MBA

### Medical Center Director



Mrs. Susan M. Fuehrer was appointed the Medical Center Director at the Louis Stokes Cleveland VAMC effective September 26, 2010. Prior to this appointment, Mrs. Fuehrer served as the Associate Director of the Louis Stokes Cleveland VAMC since January 22, 2006.

Mrs. Fuehrer began her career with the Department of Veterans Affairs 27 years ago as a management intern at the Brockton/West Roxbury VAMC. She has subsequently held numerous staff and line positions at the Louis Stokes Cleveland VAMC from May, 1986 to April, 2001. From April, 2001 to January, 2006 Ms. Fuehrer served as the Chief Information Officer for the Veterans Integrated Service Network for Ohio.

Mrs. Fuehrer was detailed to serve as the Acting Director of the VA Montana Healthcare Systems from October 2009 to February 2010. She also was appointed to the VA Undersecretary for Health's Universal Healthcare Task Force in 2008 and served eight months developing the Plan to transform care for Veterans into the 21st century.

Mrs. Fuehrer currently serves on the Board of Director's for the Cleveland's Healthcare Information Management Executives, the Northeast Ohio Chapter of the American Red Cross, The Center of Health Affairs and is the Co-Chairman of the Cleveland Federal Executive Board. Mrs. Fuehrer is a 1986 graduate of the University of New Hampshire with a degree in Healthcare Administration and is a 1990 graduate of the Case Western Reserve University with a Masters in Business Administration. She is also a graduate of Leadership VA, the Senior Executive Service Candidate Development Program, 2009 Cleveland Leadership and Harvard Kennedy School. She is a member of the American College of Healthcare Executives.

Secretary Eric K. Shinseki  
Susan M. Fuehrer







### **John F. Merkle, FACHE, LSSBB** **Deputy Medical Center Director**

John F. Merkle was appointed as the Deputy Medical Center Director in September 2012. Prior to this appointment he was the Chief Operating Officer at the US Army Landstuhl Regional Medical Center in Landstuhl, Germany.

Mr. Merkle is a retired Lieutenant Colonel from the United States Army, served on active duty for more than 24 years. He held a variety of healthcare leadership positions in his military career, including Air Ambulance Pilot and Medical Company Commander.

Mr. Merkle graduated from John Carroll University in 1988 with a Bachelor's of Science in Business Administration. In 1997 he earned a Master of Business Administration degree from St. Martin's College. He also earned a Master of Health Administration degree from Baylor University in 2000. He is a Fellow in the American College of Healthcare Executives and a Lean Six Sigma Certified Black Belt.

### **Darwin G. Goodspeed, FACHE, PMP, LSSBB** **Associate Medical Center Director**

Effective February 27, 2011, Mr. Darwin Goodspeed was appointed Associate Medical Center Director of the Louis Stokes Cleveland VA Medical Center.

Prior to this appointment he was the Acting Associate Director of the VA North Texas Health Care System. Mr. Goodspeed also has experience in Network Systems Redesign and Research Compliance within the VA Heart of Texas Health Care Network, VISN 17. Prior to joining the Veterans Administration, he was the Vice President for Ancillary Services, Medical Edge Healthcare Group, Dallas, Texas.

Mr. Goodspeed is a retired Naval Officer who served on active duty for 21 years in a variety of healthcare leadership positions. During his Naval career, Mr. Goodspeed was stationed in a variety of commands across the United States, Puerto Rico and onboard the USS George Washington nuclear aircraft carrier.

Mr. Goodspeed graduated from George Washington University in 1985 with an Associates of Science degree in Medical Laboratory Technology. In 1987 he completed a Bachelor of Science degree from the University of Maryland in Business Management and Information Systems. He also earned a Master of Arts degree in Management from Webster University in 1992 and a Master of Business Administration degree from Southern New Hampshire College in 1995. In 1997 he graduated from the U. S. Army-Baylor University Graduate Program in Healthcare Administration. His professional credentials include Fellow, American College of Healthcare Executives (FACHE), Project Management Professional (PMP) and Lean Six Sigma Black Belt (LSSBB).







## Murray D. Altose, M.D.

### Chief of Staff

Dr. Altose was appointed Chief of Staff at the Cleveland VA in August 1988. Dr. Altose holds the rank of Professor of Medicine at Case Western Reserve University School of Medicine and serves as Associate Dean of the School of Medicine for Veterans Affairs. Dr. Altose has served as Service Line Manager for Tertiary Medical/Surgical Care in VISN 10, and as President of the National Association of VA Chiefs of Staff (NAVACOS). In 2002, he was a finalist in the Frank Brown Berry Award for his leadership in transforming patient care delivery.

Dr. Altose is recognized within his subspecialty profession with numerous appointments, as editorial referee for clinical and scientific journals and to national committees for professional medical societies and National VA committees. Dr. Altose's publications include professional medical articles and book chapters on various pulmonary medicine and research issues.

Dr. Altose graduated from the University of Manitoba with a bachelor's of science and doctor of medicine degrees. He completed post-graduate training in internal and critical care medicine (1966-69) in Winnipeg, Manitoba, Canada and in pulmonary medicine at the Cleveland Metropolitan General Hospital (1970-71), followed by a two-year fellowship in pulmonary diseases at the hospital of the University of Pennsylvania in Philadelphia. Clinical appointments have included those in respiratory intensive care and pulmonary medicine at Philadelphia General Hospital and the University of Pennsylvania hospital. He holds certification in internal medicine and pulmonary diseases from the American Board of Internal Medicine.

## Innette Sarduy, DNP, MPH, RN, NEA-BC

### Associate Director Patient Care Services / Nurse Executive

Dr. Innette Sarduy was appointed as the Associate Director of Patient Care Services at the Cleveland VA, effective December 2012. Previously she served for twelve years at the James A. Haley VA in Tampa as the Chief Nurse for Acute Care, and in 2004 became the site manager for the Transforming Care at the Bedside (TCAB) project with the Institute for Healthcare Improvement and the Robert Wood Johnson Foundation.

Dr. Sarduy has served in a variety of leadership and management positions in the public, private, and academic sectors, including Chief Nursing Officer, Director of Nursing, Project Manager, and Research Associate. She also served five years as an Airman in the Illinois Air National Guard. Dr. Sarduy has held offices in the American Organization of Nurse Executives (AONE), the Florida Organization of Nurse Executives (FONE), and the Tampa Bay Organization of Nurse Executives (TBONE). Under her leadership as President, FONE attained the prestigious National Chapter Achievement Award from the American Organization of Nurse Executives for exemplary promotion and dissemination of nursing research.

Dr. Sarduy earned a bachelor's degree from Rush University College of Nursing in Chicago; Master of Public Health in Health Administration from the University of South Florida in Tampa, and Doctor of Nursing Practice from the University of Miami in Coral Gables. Dr. Sarduy is a graduate of the VA Executive Career Field training program class of 2010. She is an ANCC board certified Nurse Executive, Advanced, and is a trained Lean Six Sigma Green Belt.



# A Day in the Life of the Cleveland VA



## Day in the Life

Average Daily Outpatient Visits	5,267
Average Daily Outpatient Uniques	4,789
Average Outpatient Encounters	6,927
• Primary Care Encounters	1,595
• Specialty Care Encounters	3,880
• Mental Health Encounters	1,152
• Home Care Encounters	232
• ED Encounters	68
Average Daily Discharges	29
VA Hospital ADC	504
• Inpatient ADC	183
• VA Nursing Home ADC	155
• VA Residential Care ADC	168
Average Daily Rx Fills	9,876
Meals Served	1,550

## Key Hospital Facts (Annual):

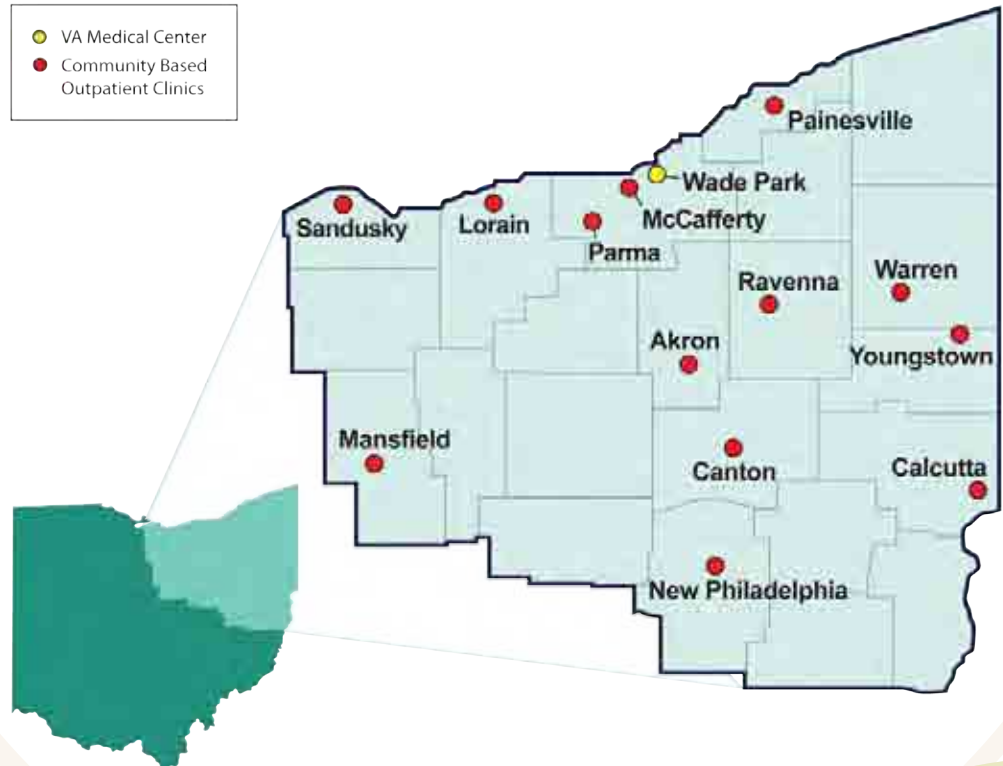
Veterans in Northeast Ohio	344,941
Admissions	11,219
Outpatient Encounters	1,763,962
Women Veterans Served	7,209
OIF/OEF Veterans Served	12,518
Medical Center Employees	4,663



# Area of Service

The Louis Stokes Cleveland VA Medical Center provides care to more than 105,000 Veterans residing in the following 24 counties:

	Lake
Ashland	Lorain
Belmont	Mahoning
Carroll	Medina
Columbiana	Noble
Crawford	Portage
Cuyahoga	Richland
Erie	Stark
Geauga	Summit
Guernsey	Trumbull
Harrison	Tuscarawas
Holmes	Wayne
Huron	



The Louis Stokes Cleveland VA Medical Center is one of five Department of Veterans Affairs health care facilities located in Ohio comprising the Veterans Integrated Service Network 10 (VISN 10). The other four facilities located in VISN 10 are: Chillicothe VA Medical Center, Cincinnati VA Medical Center, Dayton VA Medical Center and the Columbus VA Outpatient Clinic.

## National and Regional Referral Services Include:

- Cochlear Implant
- Cardiac Surgery
- Invasive Cardiology
- Polytrauma Care
- Spinal Cord Injury
- Teleretinal Imaging
- Post-traumatic Stress
- Gambling
- Substance Abuse
- Women's Military Sexual Trauma
- Blind Rehabilitation
- Comprehensive Cancer Center
- Comprehensive Rehabilitation Center

# Community-Based Outpatient Clinics

## Akron

55 West Waterloo Rd.

Akron, OH 44319

Phone: (330) 724-7715

**Total Outpatient Visits FY12: 105,405**



## Calcutta

15655 State Route 170

Calcutta, OH 43920

Phone: (330) 386-4303

**Total Outpatient Visits FY12: 22,145**



## Canton

733 Market Ave.

Canton, OH 44702

Phone: (330) 489-4600

**Total Outpatient Visits FY12: 91,125**



## Lorain

205 West 20th St.

Lorain, OH 44052

Phone: (440) 244-3833

**Total Outpatient Visits FY12: 51,353**



## Mansfield

1456 Park Ave.

Mansfield, OH 44906

Phone: (419) 529-4602

**Total Outpatient Visits FY12: 57,600**



## McCafferty

4242 Lorain Ave.

Cleveland, OH 44113

Phone: (216) 939-0699

**Total Outpatient Visits FY12: 13,007**



## New Philadelphia

1260 Monroe Ave.

New Philadelphia, OH 44663

Phone: (330) 602-3559

**Total Outpatient Visits FY12: 20,158**

## Painesville

7 West Jackson St.

Painesville, OH 44077

Phone: (440) 357-6740

**Total Outpatient Visits FY12: 35,256**

## Parma

8787 Brookpark Rd.

Parma, OH 44129

Phone: (216) 739-7000

**Total Outpatient Visits FY12: 61,809**

## Ravenna

6751 North Chestnut St.

Ravenna, OH 44266

Phone: (330) 296-3641

**Total Outpatient Visits FY12: 21,374**

## Sandusky

3416 Columbus Ave.

Sandusky, OH 44870

Phone: (419) 625-7350

**Total Outpatient Visits FY12: 25,028**

## Warren

1460 Tod Ave. (NW)

Warren, OH 44485

Phone: (330) 392-0311

**Total Outpatient Visits FY12: 30,622**

## Youngstown

2031 Belmont Ave.

Youngstown, OH 44505

Phone: (330) 740-9200

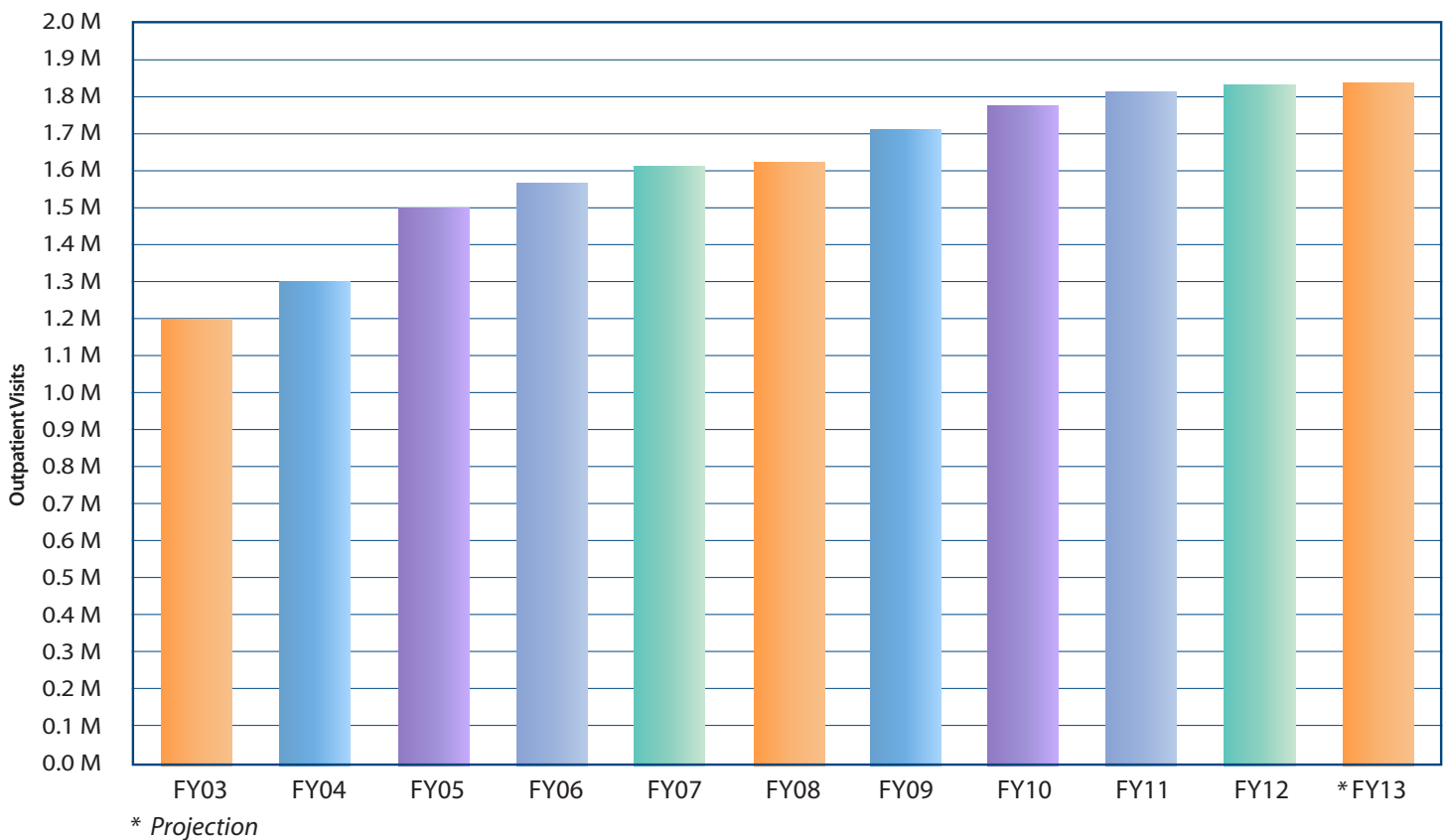
**Total Outpatient Visits FY12: 71,262**



## Our Services

	Dietetics	Laboratory	Optometry	Outpatient Mental Health	Pharmacy	Physical Therapy	Podiatry	Primary Care	Radiology	Home Based Care	Women's Clinic
Akron	●	●	●	●	●	●	●	●	●	●	●
Calcutta	●	●	●	●		●	●				●
Canton	●	●	●	●	●		●	●	●	●	●
Lorain	●	●	●	●	●	●	●	●	●	●	●
Mansfield	●	●	●	●		●	●		●	●	●
McCafferty	●	●		●			●				●
New Philadelphia	●	●	●	●		●	●		●	●	●
Painesville	●	●	●	●	●	●	●		●	●	●
Parma	●	●	●	●	●	●	●	●	●	●	●
Ravenna	●	●	●	●		●	●				●
Sandusky	●	●	●	●		●	●				●
Warren	●	●	●	●		●	●				●
Youngstown	●	●	●	●	●	●	●	●	●	●	●

## Outpatient Encounters – Cleveland VAMC



# Hospital Compare Data

March 2012 through July 2013

The Hospital Compare website was created through the efforts of the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (DHHS), along with the Hospital Quality Alliance (HQA). The HQA is a public-private collaboration established to promote reporting on hospital quality of care. The HQA consists of organizations that represent consumers, hospitals, doctors and nurses, employers,

accrediting organizations and Federal agencies. The information on this website can be used by any patients needing hospital care. The Veterans Health Administration (VA) is now providing information about the quality of care given in its acute care medical centers, including the Cleveland VA Medical Center. For more details and information about the measures highlighted below, please visit [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov).

## MEASURES

Heart Failure Process of Care Measures-Recognized Standards of Care for Heart Failure Patients

	US Hospital Average	Ohio Hospital Average	Cleveland VA Medical Center
Heart Failure Patients Given Discharge Instructions	93%	94%	100%
Heart Failure Patients Given an Evaluation of Left Ventricular Systolic (LVS) Function	99%	100%	100%
Heart Failure Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)	96%	97%	99%

\* Cleveland VA Medical Center recognized as a Top Hospital and is among the top 10% of hospitals nationwide for this measure.

## MEASURES

Pneumonia Process of Care Measures-Recognized Standards of Care for Pneumonia Patients

	US Hospital Average	Ohio Hospital Average	Cleveland VA Medical Center
Pneumonia Patients Whose Initial Emergency Room Blood Culture Was Performed Prior To The Administration Of The First Hospital Dose Of Antibiotics	97%	98%	97%
Pneumonia Patients Given the Most Appropriate Initial Antibiotic(s)	95%	96%	95%

## MEASURES

Heart Attack or Chest Pain Process of Care Measures-Recognized Standards of Care for Heart Attack or Chest Pain Patients

	US Hospital Average	Ohio Hospital Average	Cleveland VA Medical Center
Heart Attack Patients Given Aspirin at Arrival	99%	99%	100%
Heart Attack Patients Given Aspirin at Discharge	99%	99%	100%
Heart Attack Patients Given Beta Blocker at Discharge	99%	99%	100%

**MEASURES**

Surgical Care Improvement Project Process of Care Measures-Recognized steps hospitals can take to reduce the risks associated with surgery.

**US  
Hospital  
Average**

**Ohio  
Hospital  
Average**

**Cleveland  
VA Medical  
Center**

Surgery patients who were taking heart drugs called beta blockers before coming to the hospital, who were kept on the beta blockers during the period just before and after their surgery

96%

97%

98%

Surgery patients who were given an antibiotic at the right time (within one hour before surgery) to help prevent infection

98%

98%

95%

Surgery patients who were given the right kind of antibiotic to help prevent infection

98%

99%

99%

Surgery patients whose preventive antibiotics were stopped at the right time (within 24 hours after surgery)

97%

97%

97%

Surgery patients whose doctors ordered treatments to prevent blood clots after certain types of surgeries

98%

98%

99%

Patients who got treatment at the right time (within 24 hours before or after their surgery) to help prevent blood clots after certain types of surgery

97%

98%

99%

**HOSPITAL OUTCOME OF CARE MEASURES**

**30-Day Mortality Rates** – Patient deaths within 30 days of admission to a hospital

**US  
National  
Rate**

**Cleveland  
VA Medical  
Center**

Heart Attack Patients

11.03%

10.88%

Heart Failure Patients

8.2%

6.17%

Pneumonia Patients

15.96%

17.4%

**HOSPITAL OUTCOME OF CARE MEASURES**

**30-Day Readmission Rates** – Patients readmitted to a hospital within 30 days of discharge

**US  
National  
Rate**

**Cleveland  
VA Medical  
Center**

Heart Attack Patients

14.37%

13.56%

Heart Failure Patients

24.7%

24.7%

Pneumonia Patients

15.96%

17.4%

Data Source: [www.hospitalcompare.hss.gov](http://www.hospitalcompare.hss.gov)

# Accomplishments and Highlights

### Better Health for Greater Cleveland

In 2012, The Cleveland VA joined Better Health Greater Cleveland (BHGC) to become the first VA in the country to participate in community-level performance measurement and public reporting on chronic disease management. BHGC is part of the Robert Wood Johnson Foundation's "Aligning Forces for Quality" (AF4Q) initiative. Visit [www.betterhealthcleveland.org](http://www.betterhealthcleveland.org) to see the Cleveland VA's strong performance including Gold Star practices in diabetes and high blood pressure care.

### 2012 High Risk, High Reward National Institute of Health (NIH) Director's Award

In September 2012, Cleveland VAMC Researcher, Paul Marasco, Ph.D. was awarded the 2012 High Risk, High Reward National Institute of Health (NIH) Director's Award! Dr. Marasco was one of 20 Transformative Research awardees in the country. Dr. Marasco's research seeks to understand the organization and operation of sensory neural systems in order to develop methods for restoring function to injured populations.



### Heart Failure Gold Plus Quality Achievement Award

In March 2013, the Cleveland VAMC's Cardiology Department heart failure program was awarded The Heart Failure Gold Plus Quality Achievement Award by the American Heart Association. The recognition signifies that Cleveland VAMC has reached impressive benchmarks in the evidence-based treatment of heart failure patients.



### Nationally Recognized Diabetes Care

The Cleveland VA was also the first VA and fourth healthcare organization overall to receive The Joint Commission Disease Specific Certification for Inpatient Diabetes. The Cleveland VA Medical Center was also the first VA in the nation to receive accreditation from the American Association of Diabetes Educators (AADE) for the Diabetes Self-Management Education program.

### Ohio Employer of the Year for the Blind Association

In November 2012, the Cleveland VAMC received the Employer of the Year Award from the American Council of the Blind of Ohio. The Medical Center was recognized for employing blind or visually impaired individuals and for making appropriate accommodations in the work place.

### Presidential Early Career Award for Scientists and Engineers

In July 2012, Cleveland VAMC researcher Dr. Jeffrey R. Capadona was awarded the Presidential Early Career Award for Scientists and Engineers. This is the highest honor bestowed by the United States Government on science and engineering professionals in the early stages of their independent research careers.



### **Cleveland VAMC: Specialty Care Access Network-Extension for Community Healthcare Outcomes (SCAN-ECHO)**

In July 2012, the Cleveland VA Medical Center was highlighted in VACO's announcement and launch of a transformative model of medical education and health care delivery within the VA system that brings high-quality, complex health care to Veterans regardless of where they live. The new VA initiative, Specialty Care Access Network-Extension for Community Healthcare Outcomes (SCAN-ECHO), is the first national implementation of the Project ECHO model.

### **Cheers Award for Safe Medication Practices**

The Cleveland VAMC was awarded the Institute for Safe Medication Practices' (ISMP) 14th Annual Cheers Awards for its SERIOUS Medication Reconciliation Clinic. The Cheers Award honors individuals, organizations, and companies that have set a standard of excellence for others to follow in the prevention of medication errors and adverse drug events.

### **Fitting Patients for the BiOM - World's 1st Bionic Ankle System**

In January 2012, the Cleveland VA Medical Center announced that cutting-edge bionic technology, the BiOM, is now available to select Cleveland Veterans. The BiOM, designed by iWalk, is the world's first bionic ankle system that utilizes robotics to replicate the muscles and tendons to replace the action of the foot, Achilles tendon and calf muscle. In March 2012, the Cleveland VAMC Prosthetics Department was first in the Nation to trial a BiOM Foot with a Rheo Knee on an above the knee amputee.



### **Cleveland VAMC Approved for Robotic Surgery Services**

In August 2012, the National Surgery Office approved the initiation of a robotic surgery program at the medical center. The robotic system will be utilized by Urology, Cardiothoracic, Otorhinolaryngology and General Surgery. The minimally invasive nature of the technology will allow for smaller wounds, less blood loss, quicker healing and reduced length of stay for patients.

### **Department of Defense Bone Marrow Donor Program**

In November 2012, the Cleveland VAMC became the first VA to participate in the Department of Defense's C.W. Bill Young Bone Marrow Donation program! The medical center has registered more than 300 employees as potential donors.

### **2013 LGBT Healthcare Equality Leader**

The Cleveland VAMC has been awarded Healthcare Leader Status for meeting all the Core Four criteria for Lesbian Gay Bisexual Transgender (LGBT) patient-centered care in the Healthcare Equality Index (HEI) 2013, administered by the Human Rights Campaign (HRC). To be a Leader in LGBT Healthcare Equality, health facilities must demonstrate that they have clearly-communicated nondiscrimination policies explicitly protecting patients, their visitors, and employees on the basis of sexual orientation and gender identity, and high-level administrators must be trained in LGBT patient-centered care.

# Centers and Programs of Excellence

## Clinical Programs of Excellence

The Louis Stokes Cleveland VA Medical Center has seven Clinical Programs of Excellence, more than any other VA medical center in the country. The goal of VA's Clinical Programs of Excellence awards is to identify high-performing clinical programs that excel when compared to the best in American health care. Programs are evaluated based on clinical outcomes, patient focus, financial effectiveness and efficiency and productivity as well as other important criteria. The medical center's Clinical Programs of Excellence are:

- Serious Mental Illness
- Substance Abuse Disorders
- Health Care for the Homeless
- Domiciliary Care for the Homeless Veteran
- Cardiac Surgery
- Spinal Cord Injury
- Geriatrics Evaluation and Management
- Telemedicine

## Research Centers of Excellence

VA's Rehabilitation Research and Development Service (RR&D) recognizes two Centers of Excellence at the Cleveland VA Medical Center: The Center for Advanced Platform Technology (APT) and The Center for Functional Electrical Stimulation. RR&D centers of excellence are sites of rehabilitation research that attract the brightest minds from academia, industry, and medicine into VA and are focused on finding research solutions to the needs of Veterans with disabilities.

The **Center for Advanced Platform Technology** (APT) develops advanced technologies that serve the clinical needs of Veterans with motor and sensory deficits and limb loss to provide clinician-researchers within the VA with new tools for rehabilitation, treatment and scientific inquiry that lead to independence and enhanced societal participation.



The **Center for Functional Electrical Stimulation** investigates functional electrical stimulation (FES), a technology that relies on controlled electrical current to activate paralyzed muscles to return full or partial physical function to individuals with disabilities. Accomplishments include FDA approval of a hand grasp system and commencement of clinical trials of an advanced bladder/bowel management system.

## Education Centers of Excellence

### **Center of Excellence in Primary Care Education.**

In 2011, the medical center was one of five VA medical centers selected as a Center of Excellence in Primary Care Education. The purpose is to foster the transformation of clinical education by preparing graduates of health professional programs to work in and lead patient-centered interprofessional teams that provide coordinated longitudinal care. As part of VA's New Models of Care initiative, the centers will utilize VA primary care settings to develop and test innovative approaches to prepare physician residents and students, advanced practice nurse and undergraduate nursing students and associated health trainees for primary care practice in the 21st Century, emphasizing the VA's new program of team based care featuring Patient-Aligned Care Teams (PACT).

### **Center of Excellence in Patient-Centered Specialty Care Education.**

In November 2011, the medical center was one of three VA medical centers selected as a Center of Excellence in Patient-Centered Specialty Care Education; this Center will foster the transformation of clinical education and patient care by preparing graduates of health professional schools and programs to work in and lead patient-centered interdisciplinary and/or interprofessional teams providing specialty care in the setting of coordinated longitudinal primary care. Models will seek to leverage the use of technology and the principles of system redesign to deliver specialty care that is more efficient and more accessible to Veterans.



# Cutting Edge Research and Innovative Education Programs

Our research and development program enhances our ability to provide state-of-the-art medical techniques and treatments to Veterans.

The Louis Stokes Cleveland VA Medical Center has a large, well-funded research (VA Funding for FY 12 was \$12,618,433) and development program (112 publications for 2012) including studies in:

- Biomedical Research
- Health Services Research
- Rehabilitation Research
- Clinical and Cooperative Studies
- Million Veteran Program

We are an active participant in the VA Cooperative Studies programs, which are large scale, clinical research studies on health issues vital to our nation's Veterans. We have strong programs in both basic and clinical science, where scientists are focused on, among other things, seeking ways to combat antibiotic resistant bacteria, looking at treatment and causes of cardiovascular disease, examining sleep disorders, exploring causes and treatments for loss of vision and much more. The Cleveland VA Medical Center has full accreditation status from the National Commission for Quality Assurance (NCQA) for its Human Subjects Protection Program.

## Services Offered

Our current research studies enhance the medical center's ability to provide state-of-the-art medical care and innovative techniques and treatments to Veterans. We have about 220 active research projects currently being conducted at our medical center in areas such as:

- Infectious Disease
- Autoimmune disorders & Rheumatology
- Cardiology
- Hypertension
- Diabetes
- Pulmonary Diseases
- Surgery
- Hematology / Oncology
- Kidney Disease (Nephrology)
- Neurology / Ocular Diseases
- Urology
- Spinal Cord Injury
- Stroke rehabilitation
- Schizophrenia and other Psychiatric Disorders





## Our affiliation agreements with institutions of higher learning provide training in a wide range of health care professions.

The Cleveland VA Medical Center features a Clinical Skill and Learning Exchange Center on the Wade Park Campus. This Center provides clinical training in a simulated health care environment for all clinicians of the Cleveland VA Medical Center as well as students in the Case Western Reserve University Medical School and other employees of local hospitals.

More than 3,000 students, trainees, residents, and fellows are trained at the medical center each year, encompassing 26 disciplines and involving more than 200 affiliations with schools, colleges, and universities.

### VA Quality Scholars Program at Cleveland

Cleveland is one of six VA medical centers hosting a VA National Quality Scholars Program (VAQS), which offers a two-year post-residency fellowship in the improvement of health care in conjunction with The Dartmouth Institute (formerly Center for the Evaluative Clinical Sciences) at Dartmouth Medical School. The program encourages collaboration among the administrative leadership, e.g., the facility Director, VISN Director, the VISN Quality Management Officer, and deans and department chairs at the affiliated medical school in such areas as public health, public administration, business administration, or health administration. In addition, the program works closely with clinical leadership, including the chief of staff, clinical service manager, and appropriate clinical service chiefs, to ensure contributing value to patient care.

# Construction

Between Fiscal Year 2011 through Fiscal Year 2013, the Louis Stokes Cleveland VA Medical Center has completed or awarded over \$160 million of construction projects to improve the quality, safety and value of care provided to our Veterans.



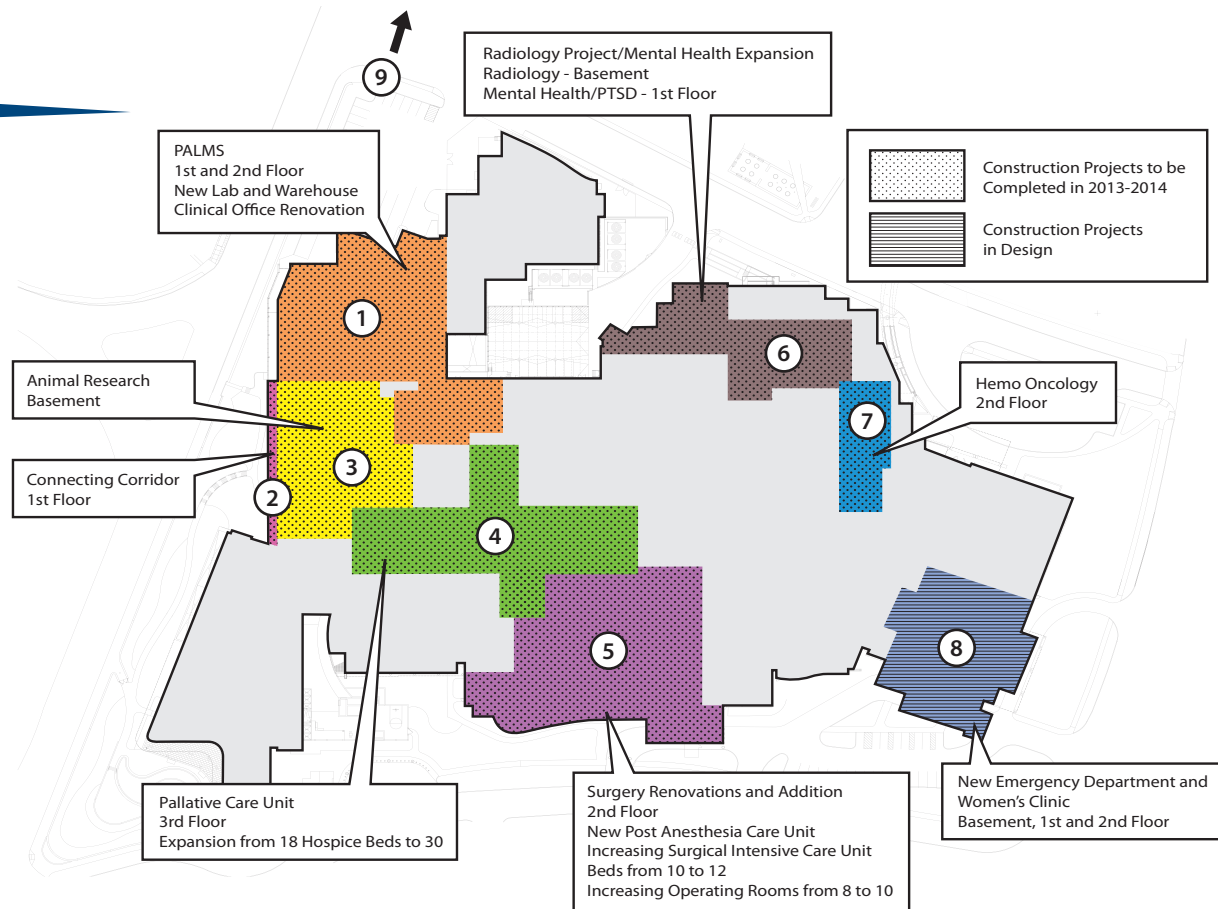
Main entrance to the new Mansfield Community Based Outpatient Clinic to be opened in December 2013.

## Community Based Outpatient Clinic Construction Projects:

- A brand new 25,000 square foot outpatient clinic in Mansfield, Ohio. The Mansfield Clinic will provide expanded capabilities for Physical Therapy, Mental Health services, and new space for our Patient Aligned Care Teams (PACT).
- Painesville Consolidation – 17,500 square foot combination of multiple leases into one convenient location for our Veterans. Anticipated opening in Fiscal Year 14.

- 1 PALMS – The PALMS project will increase the size of the Pathology and Laboratory Medicine space from 14,000 square feet to approximately 22,000 square feet. New space will incorporate open space and new equipment which will maximize efficiency and improve wait times.
- 2 New Connecting Corridor (skywalk) to attach the patient Parking Garage to the new CARES Tower.
- 3 Research Renovations – Project will include the renovation of 14,000 square feet in Animal Research areas and approximately 9,000 square feet in the Research space to accommodate modern equipment and 8 to 10 Investigators.
- 4 Palliative Care Unit – Currently, the Palliative Care Unit has 18 beds. The expansion will provide an additional 12 beds, for a total of 30 beds when complete. Additional beds in the Palliative Care Unit will allow our Veterans to receive the peaceful end of life care they deserve.
- 5 Surgery Suite & Surgical Intensive Care Unit (SICU) – The existing Surgery Suite is approximately 23,000 square feet, and has 8 Operating Rooms. A multi-phase renovation project in combination with a new addition, will create a new Surgery Suite of approximately 33,000 square feet. This suite will have 10 Operating Rooms, all of which will be large enough to support the newest technologies available. The new Surgery Suite will have new mechanical systems, electrical systems and updated finishes. The new SICU will expand from approximately 7,200 square feet to 11,000 square feet and will increase in size from 10 beds to 12 beds. Additionally, the new SICU will have all new HVAC systems, electrical distribution, modern amenities and new finishes.
- 6 Radiology & Mental Health – The Radiology North Project will renovate approximately 20,000 square feet in the basement to house modern radiology equipment including Ultrasound, Bone Densitometry, Direct Radiography, Radiographic and Fluoroscopic equipment, adding additional Single Plane and Bi-Plane units, and increasing from 2 CTs to 3 CTs. The new space will include modern support spaces and amenities. The Radiology North Project includes additional space for current Mental Health programs and a new Mental Health Clinic on the first floor to support Post Traumatic Stress Disorder Treatment.
- 7 Hemo-Oncology Unit – New Unit will relocate from approximately 1,870 square feet to approximately 6,800 square feet. The new Hemo-Oncology Unit will expand the existing 9 treatment areas to 12, with natural light and amenities, and 2 Private Infusion bays to enhance patient dignity. Space will also have a dedicated Waiting Room for family members and 9 Exam Rooms.
- 8 New Emergency Department (ED) & Women's Health Clinic – New ED will expand from 6,700 square feet to approximately 12,000 square feet and from 12 treatment areas to 18 treatment areas. A new Women's Health Clinic will be consolidated into approximately 3,200 square feet on the second floor of the ED Addition, and will include new Exam Spaces, Mammography Room, Classroom and treatment areas in a private area.

# Wade Park Campus Renovations in Progress



## Projects in Design (Over \$21 million):

- Sterile Processing Services (SPS) – Enhancements to improve efficiency of sterilizing medical equipment
- Spinal Cord Injury (SCI) Courtyard enhancements
- Upgrade Exterior Signage – Add and improve signage to enhance Veteran orientation to the facility
- Create Green Roof – Project will add a sculpture garden and green space in the area between the Medical Intensive Care Unit and Progressive Care Unit

## New Programs for 2013 and 2014:

A new Outpatient Dialysis Center opened in July 2013. This new unit is located at 7000 Euclid Avenue, conveniently on the new RTA Healthline. The center has 20 chairs and operates days and evenings to enhance our service to all Veterans.

A new Outpatient Surgery Center which will supplement existing outpatient surgery services provided in the Medical Center in a convenient same day surgical environment. The new Outpatient Surgery Center will be approximately 10,000 square feet, and have 3 procedure rooms with appropriate pre-op and post-op recovery spaces as well as required surgical support spaces. This center is anticipated to be operational in February 2014.

**9** VBA/VHA & Comp/Pen – Project will be a 30,000 square foot addition to be located between the current Annex Building (The Learning Exchange) and the patient Parking Garage. The addition will allow the current Compensation and Pension examination suite to relocate from Parma Outpatient Clinic to the Wade Park Campus. Additionally, Veterans Service Organizations will be relocated to this addition, and VHA will work with VBA to have a presence to allow Veterans access to both healthcare and benefits information.

# Team-Based Care



### Relationship Based Care

Relationship Based Care (RBC) is a patient-centered health care model in use across VISN 10 including the Cleveland VA Medical Center. At the heart of RBC are teams known as Unit Practice Councils (UPC) that are empowered to plan, implement and continuously improve patient care. Staff members develop as decision makers and learn to embrace their responsibility regarding relationships with patients and other employees. Employees reinvent their roles as team members and re-shape the way in which daily work is accomplished. UPC teams are vital in making RBC a daily practice by turning principles into action and behavior.



### My HealtheVet

My HealtheVet is VA's online personal health record that helps patients partner with their health care team. It was designed for Veterans, active duty Service Members, their dependents and caregivers. It provides opportunities and tools for patients to make informed decisions and manage their health care as an active member of a health care team.

VA Notes is among the newest features available. These are clinical notes that the health care team records during appointments or hospital stays. Also available are VA Immunization records, more detailed lab reports and a list of current medical issues. These features are in addition to prescription refills, VA Appointments and Secure Messaging, which allows patients to directly communicate with their health care team.



### Patient Aligned Care Team

The Cleveland VA Medical Center is dedicated to better serving our Veterans using a team-based approach for care. A Patient Aligned Care Team (PACT) is each Veteran working together with health care professionals to plan for whole-person care and life-long health and wellness. A PACT uses a team-based approach where the patient is the center of the care team. This is personalized care to meet the individual health care goals. The care team looks at all aspects of health and the emphasis is on prevention and health promotion.

PACT Teams focus on:

- Partnerships with Veterans
- Access to care using diverse methods
- Coordinated care among team members
- Team-based care with Veterans as the center of their PACT

A PACT offers many ways to access health care. In addition to personal visits with primary health care providers, patients may schedule visits with other members of their team.



# Accreditations and Recognition

Our affiliation agreements with institutions of higher learning provide training in a wide range of health care professions.



## Joint Commission

The medical center is fully accredited by The Joint Commission in five programs:

- Hospital Accreditation Services
- Long-Term Care
- Home Care
- Behavioral Health
- Methadone Treatment Program

The medical center was recertified by Joint Commission for Advanced Inpatient Diabetes Care. The American Diabetes Association has awarded the medical center with a distinction for achieving “National Standards for Diabetes Self-Management Education”. The medical center was the second VA to be certified with this accreditation.

## Get With The Guidelines



US News and World Report magazine recognized the Cleveland VAMC for their active involvement in the American Heart Association’s Get With the Guidelines Program. The Cleveland VAMC was recognized within the 2012 Silver Plus category.



Researcher, Paul Marasco, Ph.D. of the Cleveland VAMC Advanced Platform Technology is 1 of 20 recipients of the 2012 High Risk, High Reward National Institute of Health (NIH) Director’s Award. The NIH Director’s Award encourages creative thinkers to pursue exciting and innovative ideas about biomedical and behavioral research.



At least 18 doctors from the Cleveland VAMC’s Medical Service have achieved recognition as “Super Doctors”. Super Doctors identifies top doctors as selected by their peers and the independent research of Key Professional Media.



## Commission on Accreditation of Rehabilitation Facilities

Four programs have received three-year accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF):

- Employment Services
- Psychosocial Rehabilitation Programs
- Spinal Cord Injury/Disease Rehabilitation
- Medical Rehabilitation



The Radiation Oncology program received three-year accreditation from the American College of Radiation (ACR) in 2011.



The Cancer Program received three-year approval with commendation from the American College of Surgeons (ACoS) Commission on Cancer (CoC) in 2011.



The Cleveland VAMC joined Better Health Greater Cleveland as a Primary Care Partner and is included for the first time in achievement data. We are the first VA in the country to participate in community-level performance measurement and public reporting.



Dr. Jeffrey R. Capadona of the Cleveland VAMC Advanced Platform Technology received one of only 200 Presidential Early Career Awards for Scientists and Engineers in 2012.



The Cleveland VAMC’s Research Service is accredited by the Association for Assessment and Accreditation of Laboratory Animal Care International. The AAALAC International accreditation program evaluates organizations that use animals in research, teaching or testing.

# Voluntary Service

**Volunteers are an invaluable resource for Veterans.**

The Louis Stokes Cleveland Department of Veterans Affairs Medical Center runs one of the most unique Volunteer programs in the country which helps build strong community relationships and raise awareness throughout the community.



The total number of volunteer hours for FY 2012 was 152,047 and we received a total of \$196,199.37 in monetary donations and \$394,665.58 in Non-Monetary donations.

Voluntary Service offers our Veterans a variety of recreational opportunities for their personal enjoyment. Recreational activity events are hosted by various professional community organizations and transportation to and from these outings is provided by Voluntary Service office staff. Some of the activities our Veterans participated in:

- Cleveland Cavaliers Basketball Game outings
- The Rolling Thunder Picnic
- Dinners and Luncheon Events
- Cleveland Indians Baseball Outings
- Cleveland Monsters Hockey Game outings
- Cleveland Browns Football Games
- Naval Salute Summer Fest Concert
- Project Healing Water (Fishing Trip)
- Salute to Female Veterans (Baseball Game)
- Metroparks Zoo Trips
- Astronaut Demonstration at the Space and Science Museum
- Off Station Dinner Outings hosted by various Service Organizations
- Rock 'N' Roll Hall of Fame Valentine's Concert

Our recreation division continues to interact with the community and schedules entertaining events that are uplifting for our Veterans.

# Fisher House

## Cleveland VA Medical Center Need

The Louis Stokes Cleveland Department of Veterans Affairs Medical Center is a referral center for ambulatory surgery, blind rehabilitation, polytrauma care, spinal cord injury, spinal cord injury nursing home, bariatric surgery, cardiac surgery, invasive cardiology, post-traumatic stress disorders, gambling disorders, substance abuse, women's sexual trauma, comprehensive rehabilitation center, comprehensive cancer center, teleretinal imaging, and is a comprehensive reference clinical laboratory. Additionally, the Cleveland VAMC has an extensive research program with over \$23M in funding annually. On average, there are over 520 Veterans who are referred to Cleveland VAMC for specialty services each year.

The Cleveland VAMC has established a reputation as a premier, flagship VAMC. As a state, regional, and national referral center for a multitude of clinical services, there are many Veterans and their families that travel to the Cleveland VAMC and require a place to be with their loved one during treatment. To accommodate this growing demand for on-site temporary lodging, a Fisher House is the perfect solution for the Veterans and their families.

The Greater Cleveland Fisher House will be a 16,000 square foot home with 21 suites and will accommodate up to 42 family members. The cost to build the Fisher House will total approximately \$6 Million. The goal of the medical center is to fundraise \$3 Million. After the medical center reaches this goal, the Fisher House Foundation will build the Cleveland Fisher House.



## Support Our Fisher House With a Tax Free Donation or Volunteer

A local not-for-profit corporation has been established for the Greater Cleveland Fisher House. Below are directions to donate to: *The Greater Cleveland Fisher House, Inc.*

### Ways to Donate

- Donate Online at [www.greaterclevelandfisherhouse.org](http://www.greaterclevelandfisherhouse.org)
  - Easiest way to help a Veteran and their family.
- Donate at ANY Key Bank branch in the State of Ohio.
- Donation checks should be signed over and noted on back as:

Account: 350101008307

Routing: 041001039

If you would like to volunteer at the Greater Cleveland Fisher House, please contact Voluntary Services at:

(216) 791-3800 x 5069

If you need any other additional information, please contact Public Affairs at:

(216) 791-3800 x 4964



August 2013